Phone Message for Robinson, Yvette

From: Moore, Edna

Date: Mon, Jul 22, 1996 7:44 PM

Name: FW: Bryce Clark

Phone: 909-861-1402 (home)

- Telephoned
- Please call

To: Broeman, Ina

Cc: Robinson, Yvette

Ina, FYI. There was a misprint on the Club B&H VIP card for Los Angeles, which had the wrong 1-800#. A consumer purchased packs and was not able to use his 10-minutes of free calling. The consumer was outraged and wanted to lodge a formal complaint with someone. GMR has been instructed to return the consumer's dollars spent on the packs, with a letter of apology (I'll share copy with you.) In addition, because of this glitch, GMR has been instructed to mail the corrected VIP card, with an apology letter, to ever adult smoking consumer 21+, who will now get 30 minutes of free calling rather than the original 10 mins.

The vendor who printed the VIP cards made the error, and the vendor is financing the 30 minutes of free calling.

From: Robinson, Yvette on Mon, Jul 22, 1996 2:36 PM
Name: FW: Bryce Clark
To: Moore, Edna

I spoke with this gentleman and apologized for the inconvenience. I also informed him that GMR/Caroline Petty will reimburse him in full for his purchase rather than forward VIP cards. He says he doesn't care about the VIP cards, it's the principle. He feels that someone should have their "a-- taken to task" his words, not mine.

From: Griffin, Martha on Mon, Jul 22, 1996 12:00 PM
Name: Bryce Clark
To: Robinson, Yvette

He's a consumer who wants to file a complaint against GMR & B&H. It seems he bought two cartons of B&H which had the calling cards with it. The calling cards do not work. He's been in contact with GMR, Caroline Petty, and she said she was in contact with AT&T & everything had been straightened out but when he tried the cards again they didn't work. He's very upset about the way he's been treated & he went on & on about how he runs a company & if he had employees like Caroline Petty, etc. he would have them all fired. He even asked for the V.P. Marketing Services. He said you're aware of this problem (Caroline has spoken to you about him).

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